

# REPORT ON THE 9th EDITION OF THE MVD DEALER TRAINING SEMINAR FY 2008



MOTOR VEHICLE DIVISION – ENFORCEMENT SECTION  
October 2008

## REPORT ON THE 9th EDITION OF THE MVD DEALER TRAINING SEMINAR FISCAL YEAR 2008

After nine years, attendance at the free MVD Dealer Training Seminar (DTS) topped even the record high set last year. 1885 dealers attended the eleven different seminars offered throughout the state. 541 of these attendees had attended a prior DTS and returned to learn more. No matter how long a dealer has been in business, they appreciate the need to keep informed.

*"This is my first TXDOT seminar; it was not what I expected. This seminar was well organized and the information provided was much better than I anticipated. I definitely benefitted from my attendance today." (Austin, 1-8-08)*

*"I learned a tremendous amount. I have done title work at a franchise dealer for 6 of the past 8 years, and I learned so much today." (San Antonio, 1-10-08)*

*"We are a new business and I wish I knew all this before we started now I have to go back and fix things that could have been avoided. Thank you for offering this seminar it was very helpful for me." (Austin 1-8-08)*

Seminars were held in Midland, Waco, Austin, San Antonio, Fort Worth, Dallas, Houston, Laredo, McAllen, San Angelo, and Lubbock. For the 2008 fiscal year, the number of seminars has been increased to eleven from the eight previously offered to meet the perceived increased demand for training due to the upcoming E-tag change.

*"E-tags are long overdue! Thanks! Thanks for creating vehicle and agent specific tags. You covered all the loopholes I could think of!" (Dallas, 3-19/20-08)*

*"This was my 1st time and I really enjoyed the training seminar. I think it is a great idea and feel everyone that is a dealer should attend. This has helped me understand the business more and was able to ask and have answered questions I had." (Dallas, 3-19/20-08)*

### ATTENDEES

Of the 1885 persons who attended the seminars, 1542 or 82%, filled out the survey forms provided and gave us valuable feedback on the presentations and format. The audiences were comprised of 58% independent dealers, 22% franchised dealerships, 2% were other type licensees and the balance was made up of people considering a license, and employees at other agencies such as tax office employees, law enforcement and others. 13% did not respond to this question.

*"I very much appreciate the fact that TXDOT makes these seminars available. No dealer can ever say they were not given the opportunity to learn the law. Thank you." (Houston, 4-16-08)*

*"This was my first seminar I really learned very well. This information will make my business better." (Fort Worth, 2-13-08)*

## THEIR OPINIONS

When polled on how they felt about the importance of education to their industry 85% think a dealer should be required to attend a DTS course before obtaining a license, 95% of them are in favor of continuing education for dealers and 67% even think that it should be mandatory. Over half of the attendees (56.5%) feel that an applicant should be required to pass a test before receiving a license.

*"All this stuff should be mandatory for all people requiring a license! No matter what, all people should have to take a training seminar before getting their license. I was blown away with the questions people were asking re: titling & "counts of title issuance". It is completely unacceptable that people don't know these things are not doing them & still conducting business. Definitely made me feel extremely confident about the way we do business compared to other Texas dealers. We have had to learn everything "the hard way" & it has been very difficult. Trying to find the resources to provide us w/ the information needed to conduct business lawfully was so hard. I wish we were required to attend a seminar prior to getting the dealer license." (San Antonio, 1-10-08)*

Besides disseminating information, we use the seminars to gather information and dealer opinions on various issues. Answers to such questions are in the attached chart entitled Summary of DTS Survey Responses.

*"Conference is super informative and efficient. Law enforcement or any kind of investigation is needed in the streets, to get car sellers that display their vehicles everywhere in this city (Laredo, Tx) Action is needed in this town. Thanks. (Laredo 5-6-08)*

The overall impression of the seminar by attendees was good. Of those that responded 59% thought it was excellent, which is up from 52% last year. 30% gave a good rating, and 1% only gave it a fair rating. 9% did not respond.

*"I thought that everyone was good to excellent" (Houston 4-16/17-08)*

*"Everyone kept it moving quickly & also they were entertaining to help & keep everyone alert, and on the point in it all." (San Angelo 6/17/08)*

## SUPPORTING STAFF

This success of the seminars in the ninth year was only possible with the assistance and efforts of dedicated employees from the Enforcement Section of MVD as well as other state agencies. The Comptroller's Office, the Office of the Consumer Credit Commissioner and Vehicle Titles and Registration Division of TxDOT have continued to generously provide speakers and updates to pertinent sections of the presentations and the DTS Manual. We thank them for their continued support.

*Just great trainers!! (Laredo 5-6-08)*

*"I really enjoy the seminar and I would like to continue attending seminars like there the speakers where very clear and understanding of our business. Thank you." (Houston 4-16/17-08)*

*"The thing I like the most is none of these presentation speakers talks over our head thank you." (Houston 4-16/17-08)*

*"All speakers have done an excellent job answering each and all questions." (Waco 11-29-08)*

*"All the speakers took the time to make sure what they were presenting was understood."  
(San Antonio, 1-10-08)*

*"Great info. Presenters very helpful." (Dallas, 3-19/20-08)*

## **SUMMARY**

This is the first full year of online registration at the MVD homepage of the TxDOT website. This enables a dealer to effortlessly register and allows the divisions to more easily follow the number of registrants. The ease of registration is believed to have directly affected our increased attendance. It has also relieved the Call Center of having to receive and track calls from those wanting to register.

The increased number of seminars with the corresponding increase in attendance proves the industry's interest in learning the rules and regulations on a continuing basis. Despite the increasing available information online with forms and manuals, many dealers are interested in meeting and talking to the agency personnel in person. The seminars provide the opportunity for the regulators and licensees to meet in an informal setting and answer questions, exchange ideas, and discuss issues.

*"Will look forward for next year! Nice presentation." (Houston 4-16/17-08)*

*"I really understood and enjoyed and learned from this meeting. Thank you." (Waco, 11-29-08)*

By the close of the ninth year, DTS has been attended by 9484 persons.

*Excellent seminar. Thank you. Good job! (Laredo 5/6/08)*

## FY 08 SUMMARY OF DTS SURVEY RESPONSES

	<i>Midland</i>	<i>Waco</i>	<i>Austin</i>	<i>San Antonio</i>	<i>Fort Worth (2)</i>	<i>Dallas (2)</i>	<i>Houston (2)</i>	<i>Laredo</i>	<i>McAllen</i>	<i>San Angelo</i>	<i>Lubbock</i>	<i>TOTALS</i>
Mailouts	1150	1518	3840	3840	6453	6453	4279	2926	2926	1752	1752	<b>36889</b>
Pre-Registered	87	180	216	257	329	459	497	106	176	164	168	<b>2639</b>
No-shows	39	80	53	96	128	181	175	40	57	37	39	<b>925</b>
Walk-ins	28	30	7	25	26	26	29	20	41	15	21	<b>268</b>
Total Attendees	76	130	170	186	227	207	351	86	160	142	150	<b>1885</b>
% of Attendees from Mailouts	6.61%	8.56%	4.43%	4.84%	3.52%	3.21%	8.20%	2.94%	5.47%	8.11%	8.56%	<b>5.11% Avg.</b>

<b>Previous at DTS?</b>												<b>TOTALS</b>	<b>%</b>
Yes	16	30	47	59	51	73	77	34	53	55	46	<b>541</b>	35.08%
No	49	70	90	78	133	134	161	44	60	75	66	<b>960</b>	<b>62.26%</b>
No Response	1	4	4	3	0	11	9	4	2	0	3	<b>41</b>	2.66%
	66	104	141	140	184	218	247	82	115	130	115	<b>1542</b>	

<b>Overall Rank of Seminar</b>													
Excellent	39	63	73	88	95	120	127	65	88	97	67	<b>922</b>	<b>59.79%</b>
Good	22	30	44	41	71	65	90	13	21	27	39	<b>463</b>	30.03%
Fair	0	1	4	3	3	2	6	0	1	0	0	<b>20</b>	1.30%
Poor	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>	0.00%
No Response	5	10	19	9	15	31	24	4	5	6	9	<b>137</b>	8.88%
	66	104	140	141	184	218	247	82	115	130	115	<b>1542</b>	

<b>Business Affiliation</b>													
Franchise	26	21	25	20	37	39	50	19	15	42	46	<b>340</b>	22.05%
Independent	28	68	92	95	118	124	125	48	71	71	49	<b>889</b>	<b>57.65%</b>
Other Licensee	3	3	2	1	2	2	7	0	0	3	2	<b>25</b>	1.62%
Other Agency	0	0	1	10	1	2	20	2	4	3	3	<b>46</b>	2.98%
Other Unlicensed	4	3	5	2	7	10	5	1	4	0	2	<b>43</b>	2.79%
No Response	5	9	15	13	19	41	40	12	21	11	13	<b>199</b>	12.91%
	66	104	140	141	184	218	247	82	115	130	115	<b>1542</b>	

<b>1) Are you in favor of continuing education for dealers?</b>													
Yes	62	99	133	135	180	204	230	79	112	125	110	<b>1469</b>	<b>95.27%</b>
No	2	2	3	2	4	4	11	0	0	4	2	<b>34</b>	2.20%
No Response	2	3	4	4	0	10	6	3	3	1	3	<b>39</b>	2.53%
	66	104	140	141	184	218	247	82	115	130	115	<b>1542</b>	

<b>2) Should the continuing education be mandatory?</b>													
Yes	42	63	92	99	117	128	161	67	88	96	81	<b>1034</b>	<b>67.06%</b>
No	22	35	44	36	62	74	77	12	22	34	27	<b>445</b>	28.86%
No Response	2	6	4	6	5	16	9	3	5	0	7	<b>63</b>	4.09%
	66	104	140	141	184	218	247	82	115	130	115	<b>1542</b>	

**3) Should an applicant be required to pass a test before receiving a license?**

Yes	37	57	81	79	109	116	145	54	73	65	56	<b>872</b>	<b>56.55%</b>
No	27	39	54	57	69	84	90	24	37	62	53	<b>596</b>	38.65%
No Response	2	8	5	5	6	18	12	4	5	3	6	<b>74</b>	4.80%
	66	104	140	141	184	218	247	82	115	130	115	<b>1542</b>	

**4) Should a dealer be required to attend a course like DTS before licensing?**

Yes	57	85	122	118	159	169	210	71	103	123	93	<b>1310</b>	<b>84.95%</b>
No	8	14	11	18	20	34	26	6	8	5	18	<b>168</b>	10.89%
No Response	1	5	7	5	5	15	11	5	4	2	4	<b>64</b>	4.15%
	66	104	140	141	184	218	247	82	115	130	115	<b>1542</b>	

**5) Are you in favor of licensing salespersons?**

Yes	20	34	49	62	72	73	135	46	64	37	31	<b>623</b>	40.40%
No	42	60	80	70	101	123	88	29	41	89	77	<b>800</b>	<b>51.88%</b>
No Response	4	10	11	9	11	22	24	7	10	4	7	<b>119</b>	7.72%
	66	104	140	141	184	218	247	82	115	130	115	<b>1542</b>	